USER MANUAL

INTELLIGENT TRAIL CAMERA

Models:

SMART

SMART-8

v1.3

support.spypoint.com 1-888-779-7646 tech@spypoint.com

THANK YOU FOR CHOOSING A SPYPOINT PRODUCT.

This manual will guide you through all the features of your device so that you will get optimal use out of your SPYPOINT product.

Our priority is to provide outstanding customer service. If you need support for your product, please contact the SPYPOINT technical support or visit our website.

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1-888-779-7646

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www.spypoint.com

ABOUT US

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This incredible tool for hunters is available for all SPYPOINT cameras.

NON-CELLULAR CAMERAS

Visit **mySPYPOINT.com** to create your free basic account.

CELLULAR CAMERAS

Visit **mySPYPOINT.com** to learn more about the different accounts available.

For the latest version of the activation procedure, go to **support.spypoint.com/activation**.

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Package contents

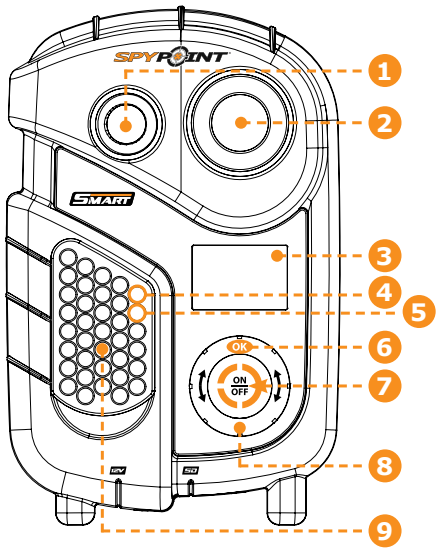
SPYPOINT Camera

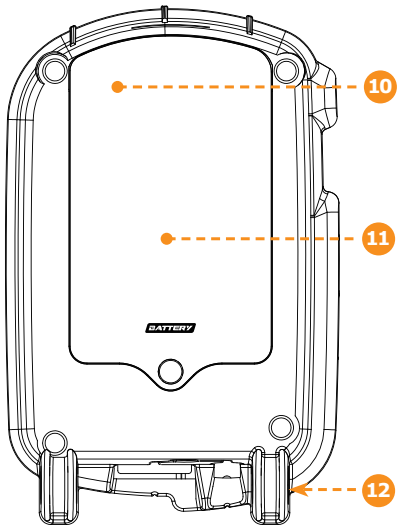
Quick start guide

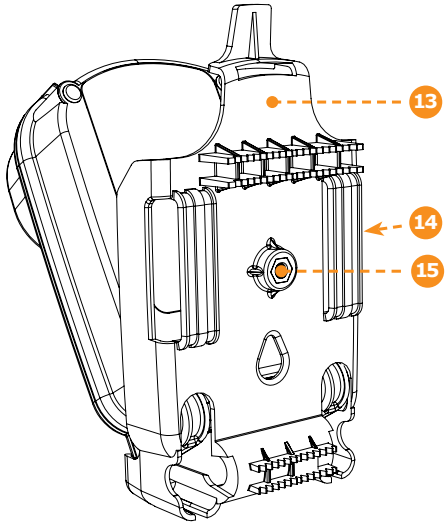
Mounting bracket

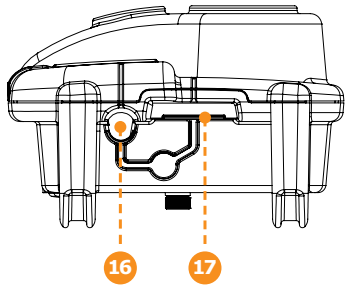
Installation strap

Components









1. Photo lens
2. Fresnel lens
3. Configuration screen
4. Test light
5. Light sensor
6. OK button
7. ON/OFF button
8. Touch wheel
9. Invisibles LEDs
10. Access to the time battery
11. Battery case
12. Cable lock hole
13. Mounting bracket
14. Slot for installation strap
15. Tripod mount
16. 12V power jack
17. SD card slot

Components

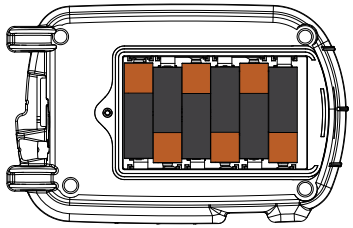
1	Photo lens	Image sensor and infrared filter.
2	Fresnel lens	Expands the detection area and increases the sensitivity of the camera's motion sensor.
3	Configuration screen	To see battery level, date, time, number of recorded files, error messages and programming options .
4	Test light	Flashes in TEST mode when there is detection and flashes 60 seconds in PHOTO/VIDEO mode to allow the user to leave without being photographed or recorded.
5	Light sensor	Allows the lighting of the LEDs panel at night.
6	OK button	Allows the user to select an option.
7	ON/OFF button	Press the button to turn on or off the camera.
8	Touch wheel	Touch control interface for navigating through the menus.
9	Invisibles LEDs	Night lighting to obtain black and white photos and videos.
10	Access to the time battery **(located inside the battery case)**	Battery that keeps the time and date in memory.
11	Battery case	Case for AA batteries or a rechargeable lithium battery pack.
12	Cable lock hole	Allows the user to install a CL-6FT cable lock, sold separately.
13	Mounting bracket	Removable support to install the camera.
14	Slot for installation strap	Allows the user to install the camera using the installation strap included.
15	Tripod mount	Standard ¼-20" tripod mount.
16	12V power jack	This camera can be powered from an external 12-volt DC input such as a 12V battery or a 12V adapter, sold separately.
17	SD card slot	An SD card is required to record photos/videos.

Power

The battery level is shown in the upper right corner of the screen. When the battery level is low, we strongly recommend to change the AA batteries or charge the lithium battery pack before they are empty. If a video is being recorded and the battery level reaches 0%, the camera saves the file before shutting down.

AA BATTERIES

This camera requires 6 AA batteries (1.5V). The use of alkaline or lithium batteries is strongly recommended. Insert the batteries as indicated inside the battery case. Battery polarity must be followed.

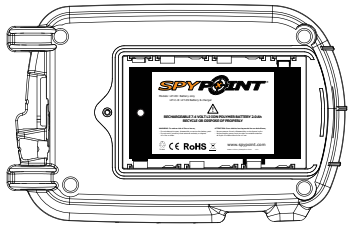


6 AA alkaline batteries

⚠ Please note that the voltage of rechargeable AA batteries (1.2V) is insufficient to power the SPYPOINT camera. We also recommend the use of new batteries to ensure maximum performance of the camera.

LITHIUM BATTERY PACK

This SPYPOINT camera can be powered by a rechargeable lithium battery pack LIT-09/LIT-C-8 (sold separately). This type of battery is less affected by cold temperatures and lasts up to 3 times longer than an alkaline batteries.



Lithium battery pack
LIT-09/LIT-C-8

EXTERNAL (12V)

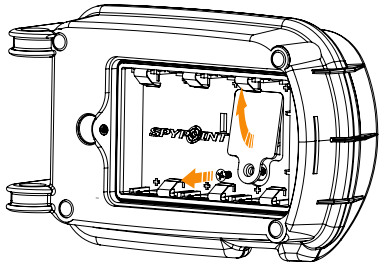
This camera can also be powered by an external 12-volt DC input such as a 12-volt battery (KIT-12V, BATT-12V or KIT6V/12V) or a 12-volt adapter (AD-12V), each sold separately. During the installation of a 12-volt connection, the AA batteries can remain safely inside the camera.

For available accessories, see p.16.

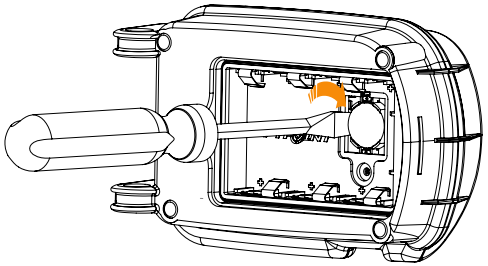
TIME BATTERY

Located inside the battery case, the CR2032 lithium button battery saves the time and date. To replace the battery:

1. Turn off the camera and remove them out of the mounting bracket (if applicable).
2. Loose the screw located behind the camera to remove the cover of the battery case.
3. Using a Phillips screwdriver, loose the screw at the bottom of the battery case to access to the time battery.



4. Using a flat screwdriver, push the battery upwards and lift to remove it from its holder.



5. Replace the battery, the polarity must be respected (side + facing up).

Memory card/Mounting bracket

MEMORY CARD

A memory card is required to record photos and videos. The camera is compatible with SD/SDHC memory cards, up to 32 GB capacity. (sold separately).

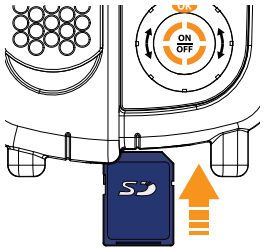
When the camera is turned on and no memory card is used, the screen displays "Insert SD Card" and the camera beeps.

Here is a table of the approximate number of photos and length of videos that can be recorded with different memory card capacities. Many photo and video resolutions are noted, see those corresponding to the camera.

Note: This SPYPOINT camera is equiped with continuous file recording. When the memory card is full, the camera will continue to record photos or videos by deleting the first recorded files.

	4 GB	8 GB	16 GB	32GB
Photo				
3 MP	4100	8200	16400	32800
4 MP	3800	7600	15200	30400
5 MP	3400	6800	13600	27300
6 MP	3200	6300	12600	25300
7 MP	2700	5500	10900	21800
8 MP	2400	4800	9500	19000
10 MP	1900	3800	7600	15200
12 MP	1600	3200	6300	12600
Video				
320 x 240	4 h	8 h	16 h	32 h
640 x 480	2h10	4h10	8h20	16h40
1280 x 720	40 min	1h20	2h40	5h20

INSERTING THE MEMORY CARD



Insert an SD/SDHC memory card (up to 32 GB capacity) in the card slot. The card is inserted correctly when a click is heard.

Before inserting or removing a memory card, always turn off the camera to prevent loss or damage of the photos already recorded.

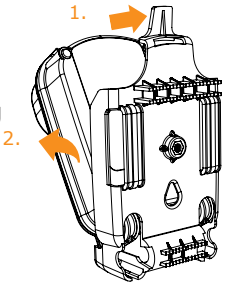
REMOVING THE MEMORY CARD

Lightly press the memory card into the camera once to pop it out of the slot and remove it.

MOUNTING BRACKET

To remove the camera from the mounting bracket:

1. Push the tab to release the camera from the mounting bracket.
2. Remove the camera.



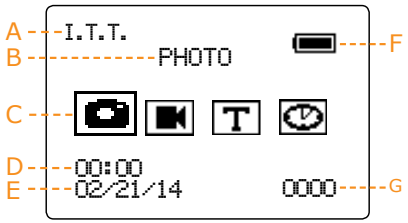
Settings

Gently slide one finger on the wheel clockwise or counterclockwise to navigate on the interface and to change option.

Touch the top of the wheel (OK) to select an option.

Do not use any object other than a bare finger or a touch screen glove to touch the wheel. Keep the touch wheel clean for a good touch sensitivity, dirt may cause a malfunction.

MAIN SCREEN



A: Indicates that the I.T.T mode is activated
B: Option name
C: Options (Photo, Video, Test, Date/Time)
D: Time (hh:mm)
E: Date (MM/JJ/AA)
F: Battery level
G: Number of files recorded

PHOTO

Allows the user to take photos. When the PHOTO mode is selected, the initialization countdown appears on the screen and the test light in front of the camera will flash for 60 seconds to allow the user to leave the area without being photographed.

During the countdown, it is possible to return to the main menu by sliding a finger on the wheel clockwise or counterclockwise.

VIDEO

Allows the user to take videos. When the VIDEO mode is selected, the initialization countdown appears on the screen and the test light in front of the camera will flash for 60 seconds to allow the user to leave the area without being recorded.

During the countdown, it is possible to return to the main menu by sliding a finger on the wheel clockwise or counterclockwise.

TEST

Allows the user to test the detection system of the camera. When TEST mode is selected, no photo or video is recorded. Walk perpendicularly in front of the camera. When the camera detects a movement, the light blinks to indicate that normally, a photo or video would have been recorded. If the system does not detect the movement, increase the detection distance using the "Sensitivity" option in the advanced settings of the software. You can also realign the camera differently.

To return to the main menu, slide one finger on the wheel clockwise or counterclockwise

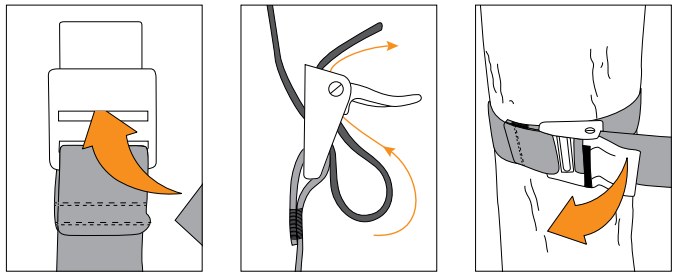
DATE/TIME

Allows the user to set the date as Month/Day/Year and the time as Hour/Minute.

Slide one finger on the wheel clockwise or counterclockwise to adjust the digit and press OK to confirm the entries.

INSTALLATION WITH THE SUPPLIED STRAP

Use the mounting bracket slot for installation strap to fix the camera. The dimensions of the strap (included) is 1" X 60".



Recommended installation height: about 3 feet above the ground.
Do not place the camera facing the sun.

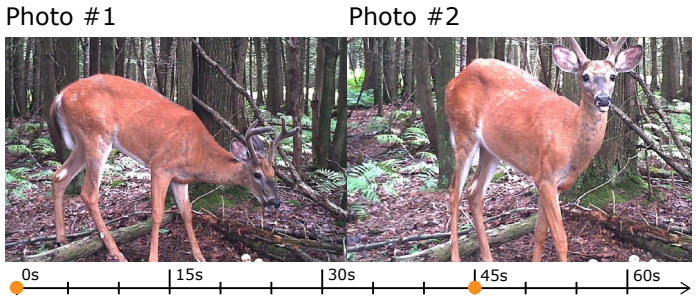
I.T.T. mode

The camera is configured by default in I.T.T. mode (Intelligent Triggering Technology) for the PHOTO or VIDEO mode.

To change the settings, see the ADVANCED CONFIGURATION USING THE SMARTSET SOFTWARE section.

PHOTO (I.T.T.)

On detection, one photo is taken. If a new movement is detected by the camera, a second photo is taken within 60 seconds after taking the first photo. This mode allows the user to always have a subject on the photo.



VIDEO (I.T.T.)

A video of 10 seconds is taken upon detection. If the subject only passes in front of the camera, it takes only one video of 10 seconds. If the subject continues to move in front of the camera, the video recording is then prolonged by 10 second sections, to a maximum of 90 seconds. This mode allows the user to record the best of the action.

Here are the specifications of I.T.T. mode:

Start time	00:00
Stop time	00:00
Sensitivity	High

Stamp	Yes
Quality	High
Temperature	°F

I.T.T. mode (Advanced configuration)

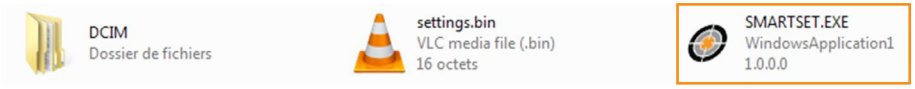
Refer to ADVANCED CONFIGURATION USING THE SMARTSET SOFTWARE section for details on each specification.

When using a new memory card, insert it into the camera.Then, turn the camera on and a copy of the SMARTSET software will be saved into the SD/SDHC card. The SMARTSET software is always automatically copied from the camera to the memory card.

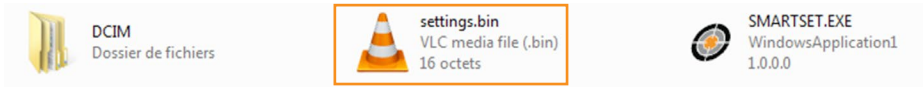
ADVANCED CONFIGURATION USING THE SMARTSET SOFTWARE

To change the advanced settings using the SMARTSET software:

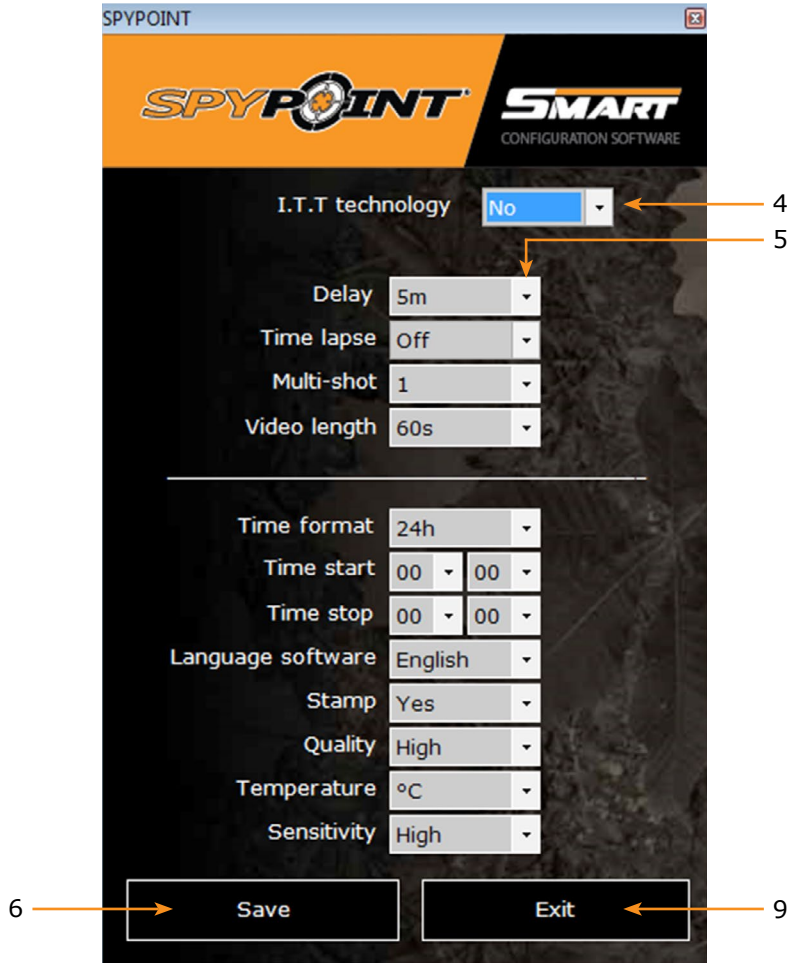
1. Remove the memory card from the camera.
2. Insert the memory card into a computer (PC only).
3. Open the "SMARTSET.EXE" application located on the memory card.



4. Disable the "I.T.T. technology" to change the camera settings.
5. Change the desired settings using the different tabs selection.
6. Press "Save" to save the changes.
7. When completed, the "Configuration saved" message appears.
8. Press "OK".
9. Then press "Exit".
10. Make sure that the "settings.bin" folder was created and saved on the memory card before removing it from the computer.



11. Insert the memory card into the camera.
12. Turn on the camera. The message "SETTINGS UPDATED" will appear to indicate that the camera has recorded the new settings.



I.T.T. mode (Advanced configuration)

Here are the advanced settings of the software:

> ⚠ Some settings are only available when the I.T.T. Technology option is deactivated. These parameters are identified by an asterisk*.

Delay* :
(10s/30s/1m/5m/15m/30m)

Allows the user to choose the time interval between each detection before the camera records the next photo or video. A longer delay minimize the number of photos taken and maximize the battery life. A shorter delay maximize the number of photos taken but requires more battery power. The shorter time intervals are recommended when the cameras is used for security purposes.

Note: The TIME LAPSE mode must be deactivated so that the camera takes into account this option.

Time lapse* :
(Off/30s/1m/3m/5m/15m/30m)

Allows the camera to take photos at regular preset intervals. For example, if the option "5m" is selected in the TIME LAPSE mode, the camera takes a photo every 5 minutes during the period of operation (start time and stop time) even if there is no detection. This option allows the user to obtain photos of game outside the detection range of the camera.

Note: The TIME LAPSE mode only applies in PHOTO mode, not in VIDEO mode. When TIME LAPSE mode is selected, the DELAY option and the MULTI-SHOT mode will not be taken into account by the camera.

Multi-shot* :
(1/2/3/4/5/6 consecutive shots)

Takes up to 6 consecutive shots at each detection, with a 10-second delay between each photo. This option allows the user to get up to 6 photos from different angles when the camera is in PHOTO mode.

Note: The TIME LAPSE mode must be deactivated so that the camera takes into account this option.

Video length* :
(10s/30s/60s/90s)

Allows the user to select the duration of the recording when the camera is set in VIDEO mode.

Time format:
(12h/24h)

Allows the user to select the time display over a period of 12 or 24 hours on the photos (e.g. 6:00 pm or 18:00).

Start time/Stop time:

Allows the user to set the operation period of the camera. The start and stop time programmed hours are the hours during which the camera is in action and records photos or videos. Example: If the user selects "15:00" start time and "19:00" stop time, the camera will only detect for that period of time and will stay inactive for the remaining hours.

For a 24 hour activation, the same start and stop times must be entered (example: 00:00 as start time and 00:00 as stop time. These hours are the basic settings of the camera.

Note: The hours are recorded over a 24-hour period. For example, 5pm is 17:00 (00:00 means midnight).

Software language:
(English/Français/Deutsch/Italiano/Español)

Allows the user to select the display language of the software.

Stamp:
(Yes/No)

Allows the user to have date, time, temperature and moon phases printed on the photos.

New moon:
Waxing Crescent:
First Quarter:
Waxing Gibbous:
Full moon:
Waning Gibbous:
Last Quarter:
Waning crescent:

Quality:
(Low/Medium/High)

Allows the user to set the photo and video resolution. The low resolution allows the user to save space on the card and the high resolution allows the user to get a better photo quality.

When the quality is set to" High", the video resolution is automatically set to 640 x 480 and when is set to "Medium" or "Low", the video resolution is automatically set to 320 x 240.

Temperature:
(°C/°F)

Allows the user to select the temperature display.

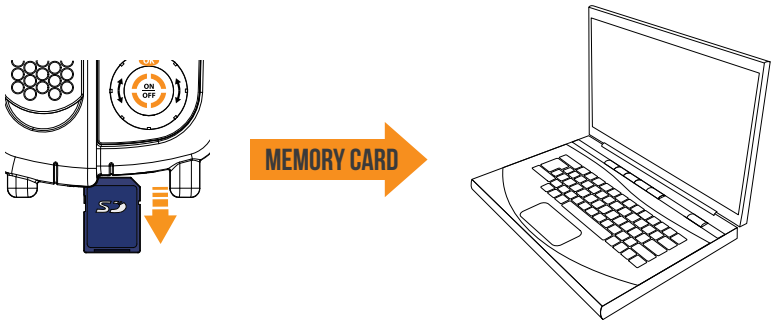
Sensitivity:
(Low/Medium/High)

Allows the user to choose the detection sensitivity of the camera. A higher sensitivity allows the user to take more photos.

The camera will only detect sources of heat in movement. Make sure to have the least possible objects in front of the camera during the positioning. This prevents the camera to take photos when oriented towards the sun while an object moves in front of the camera (e.g. a branch).

File transfer to a computer

To transfer photos to a computer, remove the memory card (sold separately) out of the camera and insert it into the computer slot.



1. Click on "My Computer" and select "Removable Disk".
2. Then click on "DCIM" and "100DSCIM" to find all the recorded photos.
3. Drag or save the files to the desired location.

The names of the photos recorded by the camera starts by **PICT**.

Troubleshooting/ Error messages

TROUBLESHOOTING

Problem	Possible solutions
Impossible to turn on the camera	• Verify if there are batteries in the camera. • Verify if the batteries are correctly installed. • Install the latest update (available on www.spypoint.com under SUPPORT section). • Replace alkaline batteries or recharge the lithium battery pack.
The screen of the camera turns off	• The camera may be set to PHOTO or VIDEO mode and the screen turns off after a period of 60 seconds in order to preserve battery life. • The camera automatically resets itself to PHOTO mode after 2 minutes of inactivity on the main menu. • To return to the screen, press the ON/OFF button.
The camera does not respond	• Remove the batteries and reinstall them. • Replace alkaline batteries or recharge the lithium battery pack.
The camera works, but is losing its time and date settings	• The time battery must be replaced.
Impossible to take photos/ videos	• Verify if there are batteries in the camera. • Replace alkaline batteries or recharge the lithium battery pack. • Verify if the camera is turned on.
Impossible to open the SMART-SET software (advanced configuration)	• Right click on the SMARTSET icon. Choose the "Run as administrator" option, then click "Yes".
No person/animal on photos	• Sunrise or sunset can trigger the sensor. Camera must be re-orientated. • At night, the motion detector may detect beyond the range of the IR illumination. Reduce sensitivity setting. • Small animals may trigger the unit. Reduce sensitivity setting and/or raise height of camera. • Motion detector may detect animals through foliage. • If a person or animal moves quickly, it may move out of the camera's field of view before the photo is taken. Move the camera further back or redirect the camera. • Make sure the mounting post or tree is stable and does not move.
Red light in front of the camera blinks	• Camera is set in TEST mode. • Camera is set in PHOTO or VIDEO mode. The red light in front of the camera flashes for 60 seconds to allow the user to leave without being photographed or recorded.
The computer can't play videos	• The .MP4 video format requires the use of a video player software compatible such as VLC, Windows Media Player or QuickTime.

ERROR MESSAGE

Error message	Possible solutions
Insert SD Card	The use of a memory card is required to record video and photos.

Available accessories

To obtain more information on the available accessories, go to **www.spypoint.com.** Here are the main accessories available:

POWER

12V DC Power cable
#CB-12FT, Power cable with alligator clips at one end to connect a 12V battery to a camera, 12 ft long.

Lithium battery pack & charger
#LIT-C-8, Rechargeable lithium battery pack and AC charger with charge indicator light. Fits most SPYPOINT products.

12-volt Adaptor
#AD-12V, AC adaptor (6V to 12V). Powers the camera from an electrical outlet.

⚠ An extension cable is required to use this accessory. Please contact SPYPOINT for details.

Lithium battery pack
#LIT-09, Additional rechargeable lithium battery pack fits most SPYPOINT products.

Universal power kit
#KIT6V-12V, Universal kit with 6 volts or 12 volts output. Compatible with all SPYPOINT products or any other products equipped with a 6 volts or 12 volts power jack. 6 connectors included to fit any device. Includes 6 volts (5.6Ah) and 12 volts (2.8Ah) output configuration and AC charger.

⚠ An extension cable is required to use this accessory. Please contact SPYPOINT for details.

Rechargeable 12V battery & charger set
#BATT-12V, 12-volt 7.0Ah rechargeable battery and AC charger to power the camera.

Rechargeable 12V battery, charger & housing kit
#KIT-12V, 12-volt 7.0Ah rechargeable battery with a water resistant ABS plastic case, AC charger, 12 ft power cable (#PW-12FT) and carrying strap included. Compatible with all SPYPOINT products equipped with a 12V power jack.

Spare power cable
#PW-12FT, Spare 12 ft power cable, to connect the camera to the KIT-12V.

MEMORY CARD

SD Memory card 8GB
#SD-8GB, SDHC memory card 8 GB, High speed Class 6.

SD Memory card 16GB
#SD-16GB, SDHC UHS-1 memory card 16 GB, ultra high speed Class 10.

Available accessories

INSTALLATION AND SECURITY

Cable lock
#CL-6FT, 6 ft cable lock fits all SPYPOINT cameras.

Camera mount
#MA-360, Adjustable mounting arm, fits all cameras that have a standard ¼-20" tripod mount. It can rotate 360° and tilt approx +/- 90°. Also available in black.

Tripod
#TP-CAM, SPYPOINT Lightweight tripod, in black aluminum, with a unique anchor system and a removable quick release plate. Max. height: 4.9 ft (1.5 m), min. height: 1.7 ft (0.5 m), max. load weight: 11 lbs (5 kg). Fits most SPYPOINT products.

Specifications (SMART)

Photo recording	
Photo resolution	3 MP, 5 MP, 10 MP
File format	JPG
Time lapse mode	Predefined intervals from 30 s to 30 min
Multi-shot mode	Up to 6 photos per detection
Stamp **(only on photos)**	Date, time, temperature (°C/°F) and moon phase
Capture mode	Color by day, black and white by night
Video recording	
Video resolution	320 x 240, 640 x 480
File format	AVI
Sequence length	Adjustable from 10 to 90 s
Capture mode	Color by day, black and white by night
Technology	
I.T.T. (Intelligent Triggering Technology)	
Memory storage	
Support	•Internal memory: none •External memory : SD/SDHC card (up to 32 GB)
Power source	
Accessories sold separately, p.16	
Alkaline or lithium batteries	6 x AA
Lithium battery pack	Rechargeable battery pack (LIT-09/LIT-C-8)
External (12V jack)	12V battery (KIT6V-12V, KIT-12V, BATT-12V) or 12V adapter (AD-12V)
Detection system	
Motion sensor	PIR
Detection angle	30°
Detection range	Adjustable from 5 to 65 ft
Delay between each detection	Adjustable from 10 s to 30 min

Night time illumination system	
LEDs	36 LEDs
Type	Invisible LEDs
Exposure	Automatic infrared level adjustment
Interface	
Touch wheel	
Optical field of view	
40°	
Dimensions	
4.3" W x 6.8" H x 3" D	
Software	
Configuration of the camera (Only required for advanced configuration)	• The "SMARTSET" software allows to change the advanced settings of the camera. • The software is compatible with Windows only.
Recommendations	
Operating temperature	(-30 °C to + 50 °C) (-22 °F to +122 °F)
Storage temperature	(-40 °C to + 60 °C) (-40 °F to +140 °F)

Specifications (SMART-8)

Photo recording	
Photo resolution	3 MP, 5 MP, 8 MP
File format	JPG
Time lapse mode	Predefined intervals from 30 s to 30 min
Multi-shot mode	Up to 6 photos per detection
Stamp **(only on photos)**	Date, time, temperature (°C/°F) and moon phase
Capture mode	Color by day, black and white by night
Video recording	
Video resolution	320 x 240, 640 x 480
File format	AVI
Sequence length	Adjustable from 10 to 90 s
Capture mode	Color by day, black and white by night
Technology	
I.T.T. (Intelligent Triggering Technology)	
Memory storage	
Support	•Internal memory: none •External memory : SD/SDHC card (up to 32 GB)
Power source	
Accessories sold separately, p.16	
Alkaline or lithium batteries	6 x AA
Lithium battery pack	Rechargeable battery pack (LIT-09/LIT-C-8)
External (12V jack)	12V battery (KIT6V-12V, KIT-12V, BATT-12V) or 12V adapter (AD-12V)
Detection system	
Motion sensor	PIR
Detection angle	30°
Detection range	Adjustable from 5 to 65 ft
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Night time illumination system	
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Storage temperature	(-40 °C to + 60 °C) (-40 °F to +140 °F)

Regulation

FCC REGULATIONS

FCC Part l5

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Hereby, GG Telecom declares that this camera is in compliance with the essential requirements and other relevant provisions of Directive 2004/108/EC. The user can obtain a copy of the Declaration of Conformity by e-mail at **info@spypoint.com.**

RoHS

Limited warranty and repair

This SPYPOINT product designed by GG Telecom, is covered by a one (1) year warranty on material and workmanship starting from the original date of purchase. The sales receipt is the client's proof of purchase and must be presented if warranty service is needed. This warranty will be honored in the country of purchase only.

This GG Telecom warranty does not apply: (a) to consumable parts, including but not limited to batteries, which performance is designed to decrease over the course of time; (b) to damage caused by misuse, use with another product, neglect, accidents, liquid contact, fire, earthquake or any other external cause; (c) to GG Telecom products that have been purchased online from an unauthorized dealer; (d) to products that have had any modification or tampering; (e) to cosmetic damage including but not limited to scratches and broken plastic; (f) to damage caused by operating the GG Telecom product outside of GG Telecom's recommendations.

INSTRUCTIONS FOR REPAIR SERVICE

GG Telecom will repair the product without charge or replace it at its discretion with an equivalent product, if it has a manufacturing defect covered by the warranty described previously. GG Telecom will pay the shipping costs only for the return of the products covered by the warranty. The shipping costs for an item sent will be assumed by the customer.

Repairs for damages not covered by the warranty will be subject to a reasonable charge. The customer will pay all shipping costs.

1. **BEFORE** sending a product for repair, the costumer is welcomed to contact GG Telecom technical support team at 1-888-779-7646 or tech@spypoint.com and to clearly describe the problem and give a phone number where she or he can be reached. It happens regularly that some problems can be solved over the phone.
2. If a product needs to be sent, an RMA number will be given to the customer (Return Merchandise Authorization).
3. The original receipt or a copy must be sent along with the package.
4. The RMA number must be written on the outside of the package and sent to:

CANADA
GG Telecom
120 J.Aurèle-Roux
Victoriaville, QC
G6T 0N5

United States
GG Telecom
555 VT route 78
Swanton, Vermont
05488

IMPORTANT: Under no circumstances will GG Telecom accept returned products without a Return Material Authorization number (RMA). It is essential to contact GG Telecom before making a return.

The customer is liable for loss or damage to the product that may occur during the transport to GG Telecom. We recommend the use of a traceable method of shipping to ensure protection.

WWW.SPYPOINT.COM